Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-28.   (Canceled)

29.   (Currently Amended) A method of processing a telephone call from a caller, the method including:

   receiving the telephone call;

   identifying a telephone number associated with the telephone call;

   retrieving information associated with the caller from a database based on the telephone number;

   generating code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page is associated with an identifier; and

   transmitting the identifier associated with the web page to an agent selected to answer the telephone call.

30.   (Previously Presented) The method of claim 29, including displaying the web page to the agent.

31.   (Previously Presented) The method of claim 29, including establishing a connection between the caller and the agent.

32.   (Previously Presented) The method of claim 29, wherein the identifier associated with the web page is a uniform resource locater (URL).

33.   (Previously Presented) The method of claim 29, including selecting the agent to answer the received telephone call before transmitting the identifier associated with the web page.

34.   (Currently amended) The method of claim 33, wherein the agent is selected based on the information ~~about~~ associated with the caller.

35.   (Currently Amended) A system for processing a telephone call from a caller, the system including:

        a receiving mechanism to receive the telephone call;

        an identification mechanism to identify a telephone number associated with the telephone call;

        a retrieval mechanism to retrieve information associated with the caller from a database based on the telephone number;

a web page generating mechanism to generate code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page ~~has an~~ is associated <u>with an</u> identifier; and

a transmission mechanism to transmit the identifier associated with the web page to an agent selected to answer the telephone call.

36.   (Previously Presented) The system of claim 35, including a display mechanism for displaying the web page to the selected agent.

37.   (Previously Presented) The system of claim 35 including a connection device to establish a connection between the caller and the selected agent.

38.   (Currently Amended) The system of claim 35 including a selection mechanism to select the agent to answer the <u>telephone</u> call.

39.   (Currently Amended) The system of claim 38, wherein the selection mechanism selects the agent based on the retrieved information ~~about~~ <u>that is associated with</u> the caller.

40.   (Currently Amended) A machine-readable medium having stored thereon a sequence of instructions that, when executed by a machine, causes the machine to:

receive a telephone call from a caller;

identify a telephone number associated with the telephone call;

retrieve information associated with the caller from a database based on the telephone number;

generate code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page is associated with an identifier; and

transmit the identifier associated with the web page to an agent selected to answer the telephone call.

41.   (Previously Presented) The method of claim 30, wherein the web page includes an interactive web page that enables the agent to access additional information.

42.   (Previously Presented) The method of claim 30, wherein the identifier associated with the web page is communicated to an agent desktop application that retrieves and displays the web page.

43. (Previously Presented) The system of claim 36, wherein the display mechanism displays an interactive web page that enables the selected agent to access additional information.

44. (Previously Presented) The system of claim 35, wherein the transmission mechanism communicates the identifier associated with the web page to an agent desktop application that retrieves and displays the web page.

45. (Currently Amended) A system to process a telephone call from a caller, the system including:

a first means for receiving the telephone call;

a second means for identifying a telephone number associated with the received telephone call;

a third means for retrieving information associated with the caller from a database based on the identified telephone number;

a fourth means for generating code for a web page that contains the information associated with the caller, wherein the web page has an is associated with an identifier; and

a fifth means for transmitting the identifier associated with the web page to an agent selected to answer the telephone call.